

## **Exhibit A**

### **Task 1: Staff Requirements and Policies**

#### **A. Staff Requirements**

Contractor shall provide the necessary management and administrative personnel whose expertise will ensure efficient operation of ADA/DAR and fixed-route services. The City recognizes that a high-quality operation begins with key personnel. Key personnel are defined as the General Manager, the Assistant General Manager, the Maintenance Manager/Supervisor, Call Center Supervisor and the Road Supervisors or equivalent. The City's project and the City reserves the right to approve all key personnel. The minimum level of required staffing level is described below.

##### **1. General Manager**

The General Manager (Operations Manager), will be the person in charge of all management and day-to-day operations of the Contractor. The General Manager must maintain consistent and sufficient contact and communications with the City through its designated project contact person.

The General Manager must have a minimum of five years supervisory experience in public transportation operations or a related industry (at least two being in a paratransit environment.) The General Manager must spend 100% of his/her time assigned to the City project. The Contractor shall not replace the General Manager without the written consent of the City. Contractor shall submit a resume to the City for any proposed replacement candidate and an interview of the proposed replacement candidate may be required by the City. Replacement of General Manager without prior approval from the City will result in a penalty of \$25,000.

The General Manager will demonstrate, by decision and action, competency in all aspects of the City paratransit and fixed-route system. The General Manager must be knowledgeable about ADA rules, regulations and compliance. The General Manager will function as line supervisor of all project staff and manage the City accounts and operating records.

The phone number of the General Manager shall be made available to the City so that, in the event of an after-hours emergency, they can be contacted on a 24-hour basis. This number will be provided to the Police Dispatch Unit for emergencies only. The General Manager shall respond in person to any emergency or accident involving extensive property damage or injuries or as requested by the City during or after the operational hours of the system.

##### **2. Maintenance Manager/Supervisor**

The Contractor shall assign an on-site, full-time Maintenance Manager/Supervisor or equivalent, dedicated to the City's vehicle maintenance activity, to ensure that the City's maintenance standards are met. The Maintenance Manager/Supervisor shall ensure that all City owned vehicles are in good working order, well maintained, clean, and professional looking every day. This position shall be separate from the General Manager or Assistant General

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Manager. Contractor shall submit a resume to the City for any proposed replacement candidate and an interview of the proposed replacement candidate may be required by the City.

The Maintenance Manager/Supervisor must have a minimum of five years journey- level mechanic experience and a minimum of three years' experience in maintenance supervision of ten or more mechanics. The Maintenance Manager/Supervisor must be legally licensed to operate a bus in the State of California with a valid Class B license with a Passenger ["P"] endorsement as well as maintain a valid medical certificate and any other licenses or certificates required by applicable federal, state, or local regulations.

### **3. Call center Supervisor, Reservationist, Scheduling and Dispatch Staff (DAR and Fixed-Route)**

Contractor shall provide the necessary staff to ensure efficient and timely administration of reservations, scheduling and dispatch of DAR trips and fixed-route runs in accordance with the service schedules and policies set forth by the City. All staff in these positions shall demonstrate proficiency with RouteMatch software within ninety (90) days of assumption of Agreement. City will arrange the training which will be held at Contractor's expense. At a minimum, these staff will have the following responsibilities:

#### **a) Call Center Supervisor**

- Shall have a minimum of two years' experience in oversight of a call center location, preferably in a paratransit environment;
- Supervisor shall have primary responsibility for training of new reservations and dispatch staff, so this person must have a full working knowledge of RouteMatch;
- Supervisor shall have the ability to work directly with passengers on elevated complaints, ensuring the highest level of customer service is provided;
- Supervisor shall monitor phone call volumes and hold times to ensure City procedures are being followed and to ensure that hold times do not exceed allowable standards. Supervisor shall ensure adequate staffing levels during all hours of operation (including nights, weekends, and holidays) are maintained; and
- Call Center Supervisor shall be responsible for telephone reports required under this contract, ensuring City standards are being met. Supervisor shall also be responsible for monitoring day-to-day operations of call center staff, including monitoring of recorded conversations as quality control and to ensure training is sufficient to ensure the highest level of customer satisfaction is achieved.

#### **b) Reservations**

- Handle telephone requests and inquiries to maximize customer service, giving timely, accurate and courteous service;
- Carry out trip reservation activities in a manner which will maximize ADA/DAR productivity; and
- Ensure that City policies and procedures are followed.

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### c) Scheduling

- Manage ADA/DAR transportation services in accordance with City policies and procedures. Receive, approve and process requests for service. Adjust itineraries to comply with local and federal regulations;
- Review and refine daily trip itineraries. Using maps and software, assess distances and routing to ensure use of efficient travel patterns. Initiate timely client call backs regarding discrepancies and/or schedule changes; and
- Define, monitor and analyze fleet performance and adjust resource allocations/service schedules to meet changing time and travel patterns.

### d) Dispatching

- Schedule and assign drivers and vehicles in accordance with the service hour schedules and scheduled trips for each day;
- Assist drivers while they are in service to carry out the assigned trips on- time, providing address assistance and telephoning passengers as needed for callouts;
- Monitor the performance of scheduled trips, reassigning trips and/or adjusting the number of vehicles in service as needed to ensure on-time performance in the most efficient manner;
- Handle unanticipated service demands, passenger and vehicle accidents and other events in accordance with City policies and procedures; and
- Update driver's data in RouteMatch at least once per hour to ensure estimated time of arrival (ETA) data is available and accurate.

## 4. **Safety/Training Supervisor and Trainer(s)**

As detailed within Task 2 Training and Safety Programs, Contractor shall provide a suitable Safety and Training Supervisor and Trainer(s) who are fully licensed and certified to conduct the classroom training of all drivers. Supervisor shall have a minimum of one (1) year experience providing such training in similar paratransit systems. These positions shall also provide behind-the-wheel driver training, refresher training programs and other training as determined necessary by the Contractor or City. Supervisor and trainer(s) must satisfy the Driver requirements specified below.

## 5. **Road Supervisors**

**Contractor shall provide Road Supervising staff in a sufficient number to ensure Road Supervision of the service area at all times when revenue vehicles are in passenger service.**

Road Supervisors must satisfy the Driver requirements specified below, and must have a minimum of one (1) year experience as a driver in similar paratransit services.

Contractor is required to have at least one primary individual assigned to **each** of the Training and Road Supervisor functions, although additional staff may be cross-trained and mutually-supporting.

## **6. Drivers**

Drivers must meet the following standards:

- Drivers must be legally licensed to operate a bus in the State of California with a valid Class B license and maintain a valid medical certificate and any other licenses or certificates required by applicable federal, state, or local regulations;
- Drivers must be in good standing with the DMV with no suspensions in the previous sixty (60) months and having no more than three (3) moving violations or two-point violations within the thirty-six (36) month period preceding operation of the City service;
- Drivers must not have rail crossing convictions;
- Drivers must be able to speak, understand, write and read English with proficiency; and
- Drivers are required to treat all passengers with respect and courtesy.

## **7. Maintenance Personnel**

### **Mechanics**

The Contractor shall assign an adequate number of mechanics to work on the vehicles operated under this contract. The mechanics assigned to this contract must meet the requirements for vehicle maintenance as outlined below.

Knowledge of:

- Air conditioning and heating systems, brakes and brake retarders, electrical, engines, steering, suspension, transmissions, and unleaded gasoline and CNG fuel systems, cooling system, fire suppression and methane detection systems, fareboxes, 2-way radio and video surveillance system, and ancillary bus systems.

Ability to:

- Perform complete, reliable, and safe inspections;
- Perform complete, reliable, and safe repairs;
- Use automotive test equipment effectively;
- Obtain precision measurements as required;
- Diagnose and perform repairs on systems related to automotive, light-duty trucks, cutaways, low floor buses and all vehicles listed in vehicle inventory;
- Diagnose, repair, and maintain vehicle power trains, including but not limited to engines, transmissions, drive shafts, differentials, and related sub-components;
- Diagnose, repair, and maintain vehicle brake, steering, and suspension systems;
- Diagnose, repair, certify, and maintain Amerex fire suppression and methane detection systems;

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- Diagnose, repair, and maintain REI camera systems (additional start-up training for this item may be provided by City, however long-term support must be provided by Contractor).
- Diagnose, repair and maintain electronic headsign equipment.
- Diagnose, repair, and maintain electrical systems and components. Must be able to read and understand electrical schematics;
- Diagnose, repair, and maintain heating, ventilation, and air- conditioning systems;
- Adjust, repair, or replace damaged body parts and window glass;
- After on-the-job training, diagnose, repair, and maintain wheelchair lifts/ramps;
- Diagnose, repair, and maintain CNG/unleaded gasoline-fueled engines;
- Inspect, repair, certify, and maintain CNG fuel systems and CNG pressure vessels;
- Read and understand parts and repair manuals.
- Read and understand wiring diagrams; and
- Diagnose, repair and maintain 2-way Radio System.

### **Special Qualifications:**

- American Service Excellence (ASE) Transit Bus Certifications in the following areas; Brakes, Compressed Natural Gas (CNG) Engines, CNG tank Inspections and Certifications, Steering/Suspension, HVAC and Electrical/Electronics are required for mechanics that work, repair or inspect such systems;
- Experience in California DMV smog certifications preferred, but not required;
- Must poses a valid Class B, Commercial California Driver's License with a Passenger ["P"] endorsements for road calls; and must meet same driving record requirements as described for Drivers
- Current Medical Certificate;
- All other DMV and CHP certification requirements;
- In good standing with DMV;
- Show evidence of passing state required brake training (all mechanics); and
- Air conditioning certified (if Contractor will be performing A/C recovery work if not, specify the certified subcontractor assigned to the project)

### **Other Maintenance staff:**

All other maintenance staff that do not fall under the category of a mechanic, (i.e. utility worker, servicer, etc.) that operate a City bus must have a valid Class B, Commercial California Driver's License and meet all CHP and DMV requirements.

### **Bus Stop/Shelter Maintenance Staff**

The Contractor shall assign an adequate number of bus stop/shelter maintenance staff to maintain the approximate 185 bus stops and 27 bus stop passenger shelters of this contract. Bus Stop/Shelter Maintenance Staff assigned to this contract must meet the requirements for servicing, cleaning and maintaining bus stops and shelters as outlined below.

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Ability to:

- Install and remove “Rider-Alerts” /other information at bus stops as needed
- Removing graffiti
- Removing/emptying trash, replace trash receptacle’s bags
- Replacing damaged bus stop signage/schedules and kiosk/kiosk windows, and trash receptacles
  - Corona provides signs, kiosks- Kiosk/windows, and trash receptacles
- A wipe down of each shelter (solar panels, canopy top, legs, kiosks, benches)
- Clean and wash bench (non-sheltered) bus stops
- Pressure wash heavily soiled bus stop areas as required
- Report any heavy vandalism or damage to bus stop amenities within a 24 hrs.

### **Bus Washers and Detailers**

The Contractor shall assign an adequate number of Bus Washers and Detailers staff to maintain Corona transit buses clean as articulated in Task 7: Facilities and Vehicles Maintenance Services/4. Vehicle Cleanliness and Aesthetics Requirements.

Ability to:

- Cleaning, washing, detail of exteriors and interiors, to include upholstery of buses
- Ability to safely and neatly maintain wash-bay
  - Corona provides wash-bay and scaffolding

Knowledge of:

- Of standards of cleaning and safety procedures
- Of safe use high pressure washing equipment and scaffolding equipment
- Of using and inventorying of cleaning agents and detailing supplies and equipment

## **B. Staffing Policies**

### **1. Vacancy of Key Positions**

If, during the course of normal employee turnover, any of the following key personnel positions remain open for a period in excess of 30 calendar days, the City may assess the penalties set forth in Task 8:

General Manager

Maintenance Manager/Supervisor

Call Center Supervisor

Reservationist, Scheduling and Dispatch Staff

Safety/Training Supervisor

Road Supervisors

## **2. Driver Turnover**

The City recognizes the expense and negative effect of driver turnover. Therefore, the Contractor must demonstrate they have an acceptable recruitment and hiring program which is intended to minimize driver turnover and retain a high-quality driver work force. Contractor must offer a reasonable wage and compensation package, and an employee incentive program, coupled with a supportive work environment to ensure turnover is minimized. Should driver levels fall below those needed for operation (or levels proposed), contractor may be assessed penalties as described in Task 8.

## **3. Dress and Appearance Standard**

Contractor shall provide a City approved uniform to be worn by all drivers when operating a vehicle in City service. Shirts and blouses shall have a “Corona” logo patch on the right shoulder. Jeans are not allowed.

Contractor’s drivers will convey a professional image. It is the Contractor's responsibility to see that driver's uniforms remain in good repair, and do not appear old or worn out.

Drivers will be required to follow the grooming and appearance standards established by the City. Shirts will remain tucked inside pants at all times while in uniform. Uniforms shall be per Attachment 8 or approved equals.

## **4. Driver Tools**

The Contractor will provide all necessary operating equipment to the drivers and office personnel. Driver equipment will include, but not be limited to, a current Thomas Brothers Guide map book, or other device of the operating area, manifests (trip sheets), clipboards, pens and pencils. Drivers are also required to be equipped with an operable and accurate time piece at all times.

## **5. Personnel Policies**

The Contractor shall have in effect personnel policies that conform to all state and federal laws including, but not limited to, all regulations concerning Equal Employment Opportunities, FTA Drug and Alcohol Regulations, Compensation, Worker's Compensation, and other regulations as appropriate.

The Contractor shall maintain at all times a current list of personnel assigned to the City's contract and provide the City’s designated project contact with an updated roster of all personnel, including drivers, each month. The updated roster will include total hours worked on the contract for the month.

The Contractor must have established standards for recruitment and hiring of drivers. Full background verification of employees (to include at a minimum, a criminal history using a local/national database, 10-year employment verifications, social security traces and if applicable a 2-year drug & alcohol testing history) shall be performed by the Contractor. Contractor shall obtain authorization from all employees driving in the performance of this

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contract for the acquisition of the driver's motor vehicle records during the period of employment. Contractor shall advise City at the time of hire of any and all new hires, providing full name(s) and driver license numbers of such hires. Recruitment standards must be detailed and shall be approved by the City.

The City retains the right to review Contractor's personnel policies and the list of personnel assigned to the City's contract. Proposed changes in key personnel incumbents shall be subject to review and approval by City.

### **6. Removal of Drivers**

The City may require that any driver be removed from transporting City customers for unprofessional behavior, excessive complaints, rudeness, or other inappropriate behavior or appearance.

### **7. Driver Feedback**

Since drivers are the first line out in the field, driver feedback about schedules, customer needs, vehicle maintenance and working conditions is imperative. The Contractor must have on-going mechanisms, including monthly driver meetings to capitalize on driver feedback. The City shall be allowed to participate in monthly driver meetings.

Contractor shall be responsible to maintain proper staffing level as to responsibly and effectively operate the City transit system on a day-to-day basis and during all service hours of operation.